

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, February 12, 2015 in in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Chairman Tom Lund
Bill Clancy, Paula Laundrie, Helen Smits, Susan Hyland, Carole Andrews, JoAnn Grascberger

Excused: Craig Huxford

Also

Present: Lana Cheslock, Children, Youth & Families Manager
Lori Weaver, Long Term Care Manager
Kristin Madison, Accountant Supervisor
Mary Jo VandenWymelenberg, MSW Student

1. Call Meeting to Order:

The meeting was called to order by Chairman Tom Lund at 5:15 pm.

2. Approve/Modify Agenda:

LAUNDRIE/HYLAND moved to approve the agenda.
The motion was passed unanimously.

3. Approve Minutes of December 11, 2014 Human Services Board Meeting:

GRASCHBERGER/ANDREWS moved to approve the minutes dated December 11, 2014.
The motion was passed unanimously.

4. Executive Director's Report

Long Term Care Manager Lori Weaver presented and handed a written report to the board written by Interim Executive Director Nancy Fennema (attached).

Q: Chairman Lund asked how employees reacted to the layoff notices.

A: Weaver stated they were expecting it and were relieved to have the closure regarding the layoff process. Many of the staff this week are receiving job offers from managed care organizations.

Q: Chairman Lund asked where we are with Plan of Correction for the Nicolet Psychiatric Hospital.

A: Cheslock stated that our correction was submitted but we have not received a response yet from the state.

Q: Citizen Board Member Laundrie asked if the managed care organizations have completed their hiring process.

A: Weaver stated they are hiring an initial group of employees now but will continue to hire as they get clients enrolled from the ADRC.

Q: Chairman Lund asked Citizen Board Member Andrews if the new Family Care district has a governing board.

A: Andrews stated that has not been determined at this time.

Q: Chairman Lund asked what the Avatar project is.

A: Weaver stated that is the upgrade of an old computer program, AS400. Our new project manager started on Monday, 2/9/15.

Q: Citizen Board Member Laundrie asked how Family Care affects the ADRC.

A: Weaver stated the ADRC becomes the door to receiving services, provides assessments of long term care functional screen, provides enrollment counseling and also enrolls individuals into the care organization of their choice.

LAUNDRIE/ANDREWS moved to receive and place on file.
Motion was carried unanimously.

5. Financial Report

Finance Manager Tim Schmitt had submitted a written report with the board packet agenda.

CLANCY/HYLAND moved to receive and place on file.
Motion was carried unanimously.

6. Statistical Reports:

Please refer to the packet which includes this information.

7. Approval for New Non-Continuous Vendor:

Please refer to the packet which includes this information.

8. Request for New Vendor Contract:

Please refer to the packet which includes this information.

9. Other Matters:

Chairman Lund asked that board members review the sheet passed out entitled 'Brown County Human Services Board Nicolet Psychiatric Governing Body Responsibilities' to be discussed at the next meeting.

Q: County Board Member Clancy asked if there is a recruitment occurring to fill the HS Director position.

A: Lund stated they are actively recruiting for the position.

Next Meeting: Thursday, March 12, 2015
5:15 p.m. – Sophie Beaumont Building, Board Room A

10. Adjourn Business Meeting:

CLANCY/ANDREWS moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 5:37 p.m.

Respectfully Submitted,

Kara Navin
Recording Secretary

Interim Executive Director's Report to the Human Services Board - February 2015

The Human Services Department is an active entity. Through our various units and programs we work to meet the often challenging needs of people in our community every day. In the past month we were able to find homes for 9 children at 4:00 am one morning when a drug bust was made in our area. We are working with the local authorities in an effort to have advanced information in the future. This is the second time in recent months that we have assisted in relocating children in the middle of the night without prior notice. We do not need to know the particulars of a planned bust. We would however like to be informed if they suspect there are children in the home. We have a shortage of Foster Homes so our system is additionally taxed at these times.

Towards the end of January the State of Wisconsin completed a Medicare/ Medicaid survey for the Nicolet Psychiatric hospital. We received a number of deficiencies. I worked with Administration and hired consultants to assist us with the Plan of Correction. They will develop the plan working with our employees and they will help us in the implementation of the plan.

In working with our Financial and Long Term Care units, as well as the Human Resources Department, I recently notified approximately 56 employees of a possible layoff. Additional information about the transition to Family Care is attached to this report. We begin to transition clients in July and anticipate completion of the transition in October of this year. Transition means that the individuals we currently service in the Community Integration program, (CIP) and some individual we service in the Community Options Program (COP) will select services through one of three options. The Aging and Disability Resource Center (ADRC), and the state of Wisconsin are instrumental in the Family Care Transition.

Behavioral Health continues work with the various treatment court programs and the development of the Comprehensive Community Services funding source. Economic Support is working with the Bay Lake Consortium in an effort to continue regional services, and will have some additional work as people transitioning into Family Care. Financial Services is beginning to close the books for 2014 and enter information for 2015.

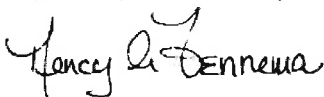
Contract and Provider Relations had a successful year, reviewing and revising our contracts, enhancing relationships with our providers, and assisting with various Department projects.

I am pleased to welcome Lisa Kay Peters as our new Project Manager for the Avatar project scheduled for full implementation later this year.

I apologize for missing tonight's meeting. My vacation was scheduled prior to Jeremy's announced resignation and planned so that I can attend a friend's wedding. I have asked some of our Managers to attend tonight if you have questions.

Also, please do not hesitate to call me or stop in.

Respectfully Submitted By:

A handwritten signature in black ink, appearing to read "Nancy Fennema". The signature is fluid and cursive, with the first name "Nancy" being more prominent than the last name "Fennema".

Nancy Fennema

Interim Executive Director

BROWN COUNTY HUMAN SERVICES

111 N. Jefferson Street
P.O. Box 22188
Green Bay, WI 54305-2188



Phone (920) 448-6000 Fax (920) 448-6166

Date: February 4, 2015

To: Current Adult Participants in the Community Options Program, Community Integration Program, and Children's Long Term Support Program.

From: Brown County Human Services

THIS LETTER IS FOR INFORMATIONAL PURPOSES, NO ACTION IS REQUIRED AT THIS TIME.

You are receiving this letter because you are a participant, or a guardian of a participant, in one of Wisconsin's Medicaid Home and Community-Based Services waiver programs: Community Options Program-Waiver (COP-W), Community Integration Program (CIP), or are 17 ½ years old and are receiving services through the Children's Long Term Support (CLTS) Program. In 2015, the COP-W, CIP programs, and applicable CLTS participants will transition to the Family Care and IRIS programs.

In order to provide you with information about Family Care and IRIS, the State of WI is holding **Consumer Forums** for consumers, family members, and guardians scheduled on **February 18 & 19, 2015** to cover the topics listed on this page. Details of times and locations for the **Consumer Forums** are found on the opposite side of this letter.

Aging & Disability Resource Centers (ADRC)	<ul style="list-style-type: none">• What are the next steps?• What should I expect during enrollment counseling?• How do I access the ADRC?
Introduction to Family Care	<ul style="list-style-type: none">• How is Family Care different than the program I'm currently enrolled in?• Will I have the same care manager?• How are decisions about my care plan made?• What happens to my providers?• How are providers selected?• What do I do if I'm not satisfied?
Introduction to IRIS	<ul style="list-style-type: none">• How is IRIS different than the program I'm currently enrolled in?• What are my responsibilities if I choose IRIS?• Which services are different in IRIS than in Family Care?• How is my IRIS budget and plan developed?• How are providers located, approved and paid?• What are the limits of my choices in IRIS?
Ombudsman Programs	<ul style="list-style-type: none">• Advocacy services and supports available to Family Care and IRIS participants.• Overview of regional Ombudsman contacts.

You will also find a **Frequently Asked Questions about Family Care and IRIS** information sheet in this packet. The State of WI **Consumer Forums** will provide additional opportunities to ask questions.

Beginning in March 2015, an Enrollment Counselor from the local Aging and Disability Resource Center will contact you to discuss Family Care and IRIS (Include, Respect, I Self-Direct). These programs are administered by the State of Wisconsin Department of Health Services (DHS). You will be able to choose which program meets your long-term care goals. In addition to direct contact, the ADRC of Brown County is holding **Group Enrollment Presentations** where you will have the opportunity to learn more about the enrollment process into Family Care and/or IRIS. Further information on those presentations is included on a separate sheet in this packet.

Sincerely,

Nancy Fennema, Interim Director
Brown County Human Services

State of Wisconsin Department of Health Services (DHS)

Consumer Forums

February 18, 2015

Time: 5 – 7 pm

Location: The Meadows Conference Center
850 Kepler Drive
Green Bay, WI 54311
920-465-6700

February 19, 2015

Time: 10:00 am – 12:00 pm

Location: Rock Gardens/Comfort Suites
1951 Bond Street
Green Bay, WI 54303
920-497-4701

Time: 5 – 7 pm

Location: The Swan Club
875 Heritage Road
De Pere, WI 54115
920-336-1531

Frequently Asked Questions about Family Care and IRIS

- **What is changing?**

You currently receive long-term care services and supports through county-run CIP, COP, and CLTS programs. Effective July 1, 2015, **Brown County** will begin availability of long-term care services through programs called Family Care and IRIS. CIP and COP will be phased out by October 1, 2015 and all current CIP and COP consumers in Brown County will receive their long-term care services and supports through either Family Care or IRIS. You can choose which of these programs you want.

- **What do I need to do now?**

You do not need to do anything right now. The Aging and Disability Resource Center (ADRC) of Brown County will contact you sometime between the months of March and September, 2015 to talk about the upcoming changes and to fully explain these changes.

- **Why are these programs changing?**

The Department of Health Services and counties have been working to improve Wisconsin's long-term care services. The new programs are designed to maintain or improve the quality of the services you receive and to serve more people. Family Care and IRIS is different from your current program in that they can coordinate all the services a person needs to maintain or improve their health and well-being. The "Include, Respect, I Self-Direct" (IRIS) program is designed for people who want to take full responsibility for managing their long-term care services.

- **When are these programs changing?**

Family Care and IRIS will become available in Brown County on July 1, 2015.

- **What will happen to my current program?**

As Family Care and IRIS become available in Brown County, the COP-W, and CIP programs will be discontinued. This is because these programs are replaced by Family Care and IRIS.

- **I understand my current long-term care program will be ending. What choices will I have about continuing to get long-term care services?**

You will have a choice whether to enroll in one of the new programs. Some of the services you get right now are only available when you enroll in one of these new programs. Services will continue to be available through your Medicaid Forward Card, if you are eligible for Medicaid.

- **Who will operate the new programs?**

The State will contract with Care Wisconsin and Lakeland Care District to provide the Family Care program in Brown County. IRIS is managed by the State through contracted agencies referred to as the IRIS Consultant Agency (ICA) and the Fiscal Employer Agent (FEA).

Frequently Asked Questions about Family Care and IRIS

- **If I enroll in one of the new programs, then how will decisions be made regarding the services I receive? Will my services change?**

You will continue to get services during the transition. If you enroll in Family Care, you will have a case manager or service and support coordinator. You will also have a nurse working with you. Both of these people will work with you as a team to determine the services you need to effectively meet your long-term care needs.

If you enroll in IRIS, you will be responsible to coordinate your home and community-based services waiver plan, which includes hiring, scheduling, and budgeting for your service providers. You will work with an IRIS Consultant Agency and Fiscal Employer Agency to meet program requirements and to assist you with these tasks.

- **Will my family or guardian still be able to help me?**

Yes, your family, guardian, or others will still be able to help develop your care plan when you enroll in one of these programs.

- **Who should I call if I have questions or concerns about the upcoming changes?**

If you would like more information now, then you can call your county Case Manager or the Aging and Disability Resource Center to ask any questions or discuss any concerns you might have. Your Brown County Case Manager can be reached at 448-6000. The Aging and Disability Resource Center of Brown County can be reached at: 300 S. Adams Street, Green Bay, WI 54301, phone # 920-448-4399, or email: BC.ADRC.ENROLLMENT@co.brown.wi.us.

- **Who should I call if I have questions or concerns about the Family Care and IRIS program?**

Please contact the Department of Health Services toll free at 1-855-885-0287.



Welcome to the Aging and Disability Resource Center

Since 1979 the Aging & Disability Resource Center (ADRC) has played a critical role as Brown County's resource for comprehensive and unbiased information about public benefits and community services for seniors, adults with disabilities and their caregivers. The ADRC is here for you during this transition to help you make the best choice for your future care.

ADRC Information and Assistance staff will provide Enrollment Counseling for you, your guardian, and/or Power of Attorney. Enrollment Counseling is designed with your needs in mind. We listen to understand your unique situation, focusing on needs and preferences. Staff will explain your choices so that you can make an informed decision, selecting the program the best fits your needs.

To provide as much convenience as possible the ADRC is planning a number of ways for you to participate in Enrollment Counseling and enroll in the plan of your choice. ***Please call 448-4399 to register for a group session or to schedule an appointment.***

- **Group Meetings:** See the back of this flyer for dates, times, and locations to attend a meeting. We've selected locations convenient to you; ASPIRO, the CP Center, NEW Curative, and the ADRC. ***Additional Group Enrollment Sessions will be scheduled in July, August, and September.***
- **Pre-Scheduled Weekly Appointments:** We will have weekly appointments on Tuesdays and Thursdays that include times scheduled beyond our regular offices hours. Tuesdays, 12:00 pm - 6:00 pm or Thursdays, 7:00 am – 1:00 pm Appointments will be held at the ADRC, 300 S. Adams Street, Green Bay, (45 minutes each).
- **Other Appointments:** Other appointments will be available during regular office hours. Monday - Friday, 8:00 am - 4:30 pm

We are committed to helping you in this transition. We know this is a big change in your life. During the upcoming months we will work on other ways we can meet with you to be sure everyone gets the assistance they need.

Contact Us:

Enrollment Counseling phone line 920-448-4399, TTY: WI Relay 711 or

Email: BC.ADRC.Enrollment@co.brown.wi.us

Thank you – We look forward to working with you.



How do I Enroll in Family Care & IRIS?

The ADRC of Brown County will be holding One Hour Group Enrollment Presentations on these programs to explain the Enrollment Process and offer an opportunity for an individual appointment with an Enrollment Counselor available after the Group Presentations on a first come, first serve basis.

Date & Time	Location
Wednesday, March 4, 2015 Group Presentation 3:00 pm - 4:00 pm Individual Sessions with an Enrollment Counselor 4:00 pm - 4:30 pm	ADRC 300 S Adams St Green Bay, WI 54301
Tuesday, March 24, 2015 Group Presentation 6:00 pm - 7:00 pm Individual Sessions with an Enrollment Counselor 7:00 pm - 7:30 pm	ASPIRO 1673 Dousman Street Green Bay, WI 54303
Saturday, March 28, 2015 Group Presentation 9:30 am - 10:30 am Individual Sessions with an Enrollment Counselor 10:30 am - 11:00 am	ADRC 300 S Adams St Green Bay, WI 54301
Tuesday, April 7, 2015 Group Presentation 1:00 pm - 2:00 pm Individual Sessions with an Enrollment Counselor 2:00 pm - 2:30 pm	N.E.W. Curative 2900 Curry Ln Green Bay, WI 54311
Friday, April 24, 2015 Group Presentation 12:00 pm - 1:00 pm Individual Sessions with an Enrollment Counselor 1:00 pm - 1:30 pm	CP Center 2801 S Webster Ave Green Bay, WI 54301
Saturday, May 16, 2015 Group Presentation 10:00 am - 11:00 am Individual Sessions with an Enrollment Counselor 11:00 am - 11:30 am	ADRC 300 S Adams St Green Bay, WI 54301
Wednesday, June 3, 2015 Group Presentation 1:00 pm - 2:00 pm Individual Sessions with an Enrollment Counselor 2:00 pm - 2:30 pm OR Group Presentation 5:30 pm - 6:30 pm Individual Sessions with an Enrollment Counselor 6:30 pm - 7:00 pm	ADRC 300 S Adams St Green Bay, WI 54301

Please call (920) 448-4399 to register for a group Enrollment Sessions!

Unable to attend one of the Group Enrollment Sessions

The ADRC will be offering weekly opportunities for 45 minute private Enrollment Counseling.

Please call (920) 448-4399 to schedule an appointment.

Tuesdays
12:00 pm - 6:00 pm

Thursdays
7:00 am - 1:00 pm

Brown County Human Services Board Nicolet Psychiatric Hospital Governing Body Responsibilities

Hospital policies related to the governing body will be reviewed and revised by the governing body and the Hospital Administrator to reflect compliance with 42 CFR 482.12

The Human Services Board is comprised of four individuals who also participate on the County Board.

The Hospital Administrator will submit monthly written reports to the Human Services Board that include the following:

- 1) Summary of issues related to patient care
- 2) Summary of issues related to contracted services
- 3) Summary of issues related to patient complaints, actions taken, and resolution/status
- 4) Pending or received federal and state regulatory concerns and citations

At least annually, the governing body will review and approve the hospital's policies.

Additionally, one member of the Human Services Board will be designated to participate on the hospital's QAPI Committee. This individual's term to participate on the QAPI Committee will be at least one year. This individual and the hospital's Quality Assurance Coordinator shall provide written summary reports of QAPI activities to the Human Services Board on a quarterly basis.

QAPI meetings will be held on an ongoing basis. For the period of March 2015 through June 2015, meetings will be held monthly. Effective July 2015, meetings will be held at least quarterly.

Hospital policies related to the QAPI program will be reviewed and revised by the governing body and the Hospital Administrator to reflect compliance with 42 CFR 482.21. Specifically, the governing body and Hospital Administrator shall ensure that the hospital policies address the following:

QAPI

1. Inclusion of method by which actions, goals, and follow up data/evaluations are developed within the QAPI program
2. Identification of the position(s) or individual(s) responsible for fulfilling the role of Quality Assurance Coordinator
3. Method by which the hospital ensures that all departments are represented in the process of data collection and analysis

Patient Safety

1. Description of the hospital's patient safety program related to QAPI
2. Inclusion of activities that show measurable improvement in areas of patient safety including reduction of risk associated with errors/incidents related to medications, medical and nursing procedures, and equipment.
3. Method by which performance improvement projects related to patient safety are selected.
4. Method by which root cause analyses are conducted for patient safety errors/incidents.

5. Method by which preventive actions and information related to errors/incidents is transferred throughout the hospital.
6. Identification of the position(s) or individual(s) responsible for fulfilling the role of Patient Safety Coordinator.

Hospital Oversight

1. Inclusion of all hospital departments and services including contracted services
2. Inclusion of relevant indicators specific to the hospital's patient population and directly related to improved health outcomes and medical error prevention and reduction
3. Method by which the hospital measures, analyzes, and tracks quality indicators
4. Frequency and detail of data collection
5. Procedures by which the QAPI committee evaluates the services furnished directly by the hospital including contracted services
6. Procedures by which the QAPI committee identifies quality and performance problems, implements relevant action steps, and conducts effectiveness monitoring to show measurable progress and maintenance of action steps
7. Method and consistent forms to ensure documentation of multidisciplinary QAPI activities including maintenance of data, development and implementation of action plans, review of effectiveness of QAPI activities, and revision/re-evaluation of implemented actions
8. Selection of appropriate individuals who comprise the QAPI committee including representation from the Governing Board, medical staff, contracted service providers, hospital administration, and all departments
9. Mandatory attendance at QAPI meetings by appropriate staff who comprise the QAPI committee
10. Completion of root cause analysis for sentinel events/adverse outcomes/high risk and high volume conditions

Inclusion of a member of the governing body (one member from the Human Services Board) on the QAPI committee.

Plan/action implemented to prevent recurrence:

The governing body, defined as described below, shall meet at least six times per year. The chair of the governing body shall ensure that minutes of meetings are retained for a period of not less than seven years.

Social Services

The governing body is responsible for approving the policy revision outlined below and for ultimately ensuring ongoing compliance with the policy as written.

The Social Services Manager is developing a discharge planning protocol that will be incorporated into policy and includes essential items to ensure consistency in the discharge planning process. These items include:

1. Referral sources for post-discharge needs
2. Information and education to provide to the patient
3. Coordination of care (including appointments)

4. Hand-off communication to community providers to ensure consistency in the discharge planning process
5. Documentation of activities related to discharge planning

Inclusion of a member of the governing body (one member from the Human Services Board) on the QAPI committee

Process for intervention by governing body if hospital fails to comply with QAPI policies and requirements

The QAPI committee will receive training on the revised policies.

The governing board will receive training on QAPI requirements.

Person who will implement the plan:

Hospital Administrator and Human Services Director.

Person who will monitor plan for future compliance:

Chair of the governing body (Chair of the Human Services Board) and the Human Services Director.

Nursing

The governing body will provide final approval on revised policies prior to implementation. Specifically, the Hospital Administrator and director of nursing shall ensure that the hospital policies address the following:

1. Initiation of the nursing care plan upon admission
2. Input by social services, the physician, and other relevant disciplines within 24 hours with completion of the multidisciplinary coordinated care plan within 48 hours
3. Inclusion of physiological and psychosocial factors and method by which the treatment plan is updated to reflect changes in the patient's status
4. Discharge planning as a goal for each patient
5. Inclusion of short term and long term goals that are measurable and achievable and specific to the patient's needs and desired outcomes
6. Inclusion of interventions that are patient-specific and developed in collaboration with the multidisciplinary team including at minimum the physician, social services, and nursing
7. Process by which documentation of goal attainment or revision occurs to reflect progress or changes in the patient's status and treatment needs
8. Documentation of review of treatment plan at least every seven days